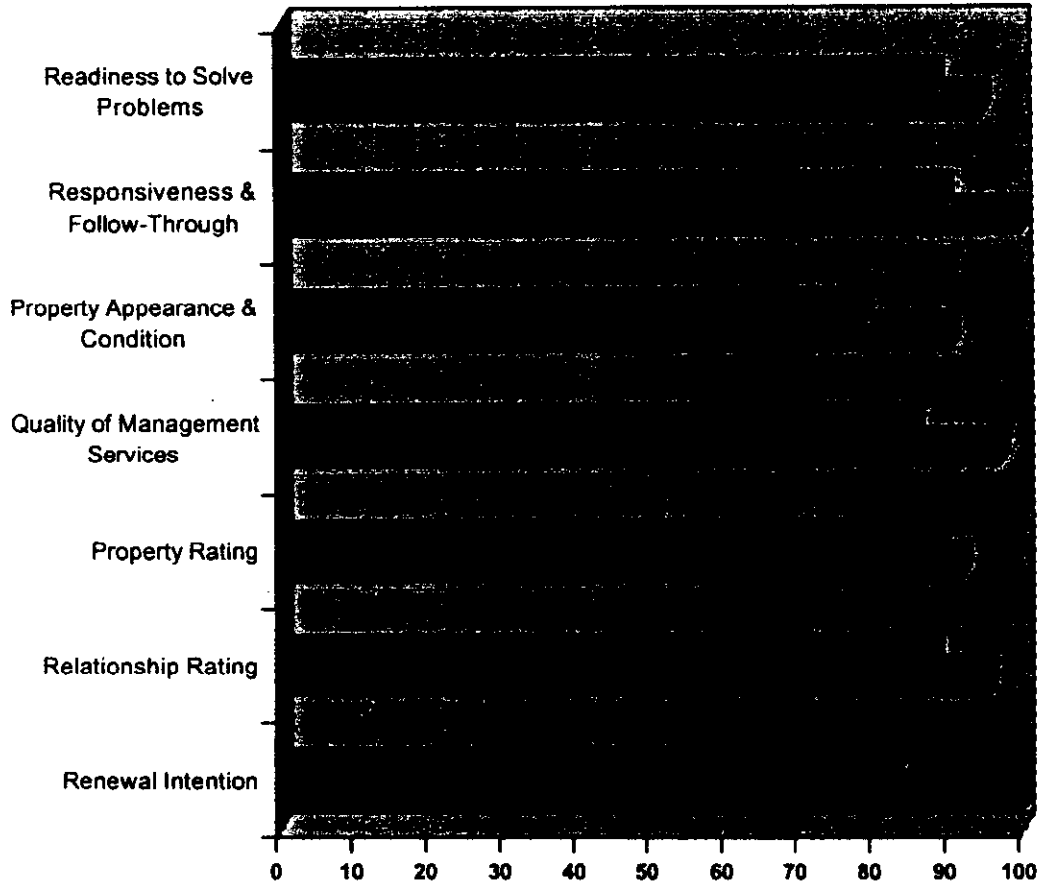


Consolidated Results - By Business Success Factor

Bank of America



Business Success Factors	Building Owner	Tenant	Property Manager
Readiness to Solve Problems		88.8	95.0
Responsiveness & Follow-Through		89.8	100.0
Property Appearance & Condition		79.0	90.7
Quality of Management Services		85.8	97.1
Property Rating		76.7	92.0
Relationship Rating		88.1	95.6
Renewal Intention		82.9	100.0